A day in the life of the MHS office

Da Vinci eMAIL

LanFax

SYZYGY

VoxMail

M-Bridge

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In 1987, Novell proposed a standard for local area network messaging: Message Handling Service, or MHS.

Since that time, many independent software development companies have embraced the MHS standard. For the first time, developers have a common ground upon which to build applications that operate in a messaging environment.

This brochure will walk you through a day in the modern office. The day is made especially productive by five innovative applications that work together through their common support of the MHS standard.

As you read through this brochure, imagine the advantage a company gains through the cooperation of these electronic systems.

Or, imagine how less efficient Tim's and John's day would be without them.

D A   V I N C I   e M A I L

Blueprints of bridges rustle as Tim strides into the office. He completes his usual early-morning ritual. Flip on the lights. Turn the phone off night ring. Make the coffee. Check his electronic mail on Da Vinci eMAIL.

With mug in hand, Tim makes his way through the messages that have collected overnight. First is a corporate memo on parking regulations. With a few keystrokes, he forwards it on to the employees in his department. Next is a reminder from personnel about the picnic on Saturday. Tim deletes it from the list.

Tim's attention is riveted on the last message. It's an MCI Mail message from Mayor Turner in Phoenix:

> *Tim- I hope you're sitting down when you read this. As you know, we're receiving a little heat about the volume of traffic your bridge project will draw through the Oak Park neighborhood. The City is paying you guys to get this right. I don't care what you do, but the elections are coming up. Fix it...*

Tim slams down his mug.   He dashes off a *will-do* to the mayor, and adds a *cc:* to Don, who works for Tim in the Phoenix engineering office.

It's going to be one of those days.

Da Vinci eMAIL Features

Pull Down Menus
Pull-down menus and pop-up windows make eMAIL easy and intuitive for beginning users. Keystroke shortcuts make eMAIL quick for experienced users.

Mouse Support
Da Vinci eMAIL is fast and easy without a mouse. However, for those who use one, eMAIL supports any Microsoft-compatible mouse so that the only time you have to touch your keyboard is to type your message.

Mail Alert
When a new message arrives, you can choose to be notified instantly with a pop-up window, a tone, or both.

Context-Sensitive Help
One keystroke at any time pops up a window that describes where you are in eMAIL and what you can do from there.

Security
Da Vinci eMAIL keeps your messages in a private directory that only you can access. Additionally, messages can be fully encrypted from sender to recipient.

Mailing Lists
Da Vinci eMAIL lets you create lists so you can send a message to a group of users at once. Popular lists can be made public.

Extended Addressing and Nicknames
Da Vinci eMAIL allows you to use up to 128 characters for an MHS address— more than enough to use facsimile or MCI Mail routes. System administrators and users can assign "nicknames" to these addresses so that sending a message around the world is as easy as sending one to someone on your network.

Native MHS Support
Da Vinci eMAIL talks directly to MHS. Other "MHS-compatible" electronic mail products require you to dedicate a machine as an MHS gateway from their proprietary formats.

Da Vinci Systems

L A N F A X

Don's day begins as usual. He chats with the receptionist for a moment and stops by the coffee machine. He dumps his arm-load of blueprints on his desk. Tim's message beckons Don from his computer.

Within minutes Don has sized up the problem—he needs to involve the traffic consultants in Washington that his firm works with. But before they can recommend how to re-route traffic to the bridge, they need the latest traffic study.

Don spends the morning drafting a description of the problem. He attaches charts summarizing the traffic data to his message, as well as maps from the CAD system. Now to send it—the consultants haven't yet wised up to electronic mail. But they do have a fax machine.

And Don has the LanFax facsimile server. LanFax converts electronic mail—including graphics and PostScript page descriptions—to facsimile transmissions. After the press of a key Don can go to lunch, knowing that soon his notes and charts will be rolling off the consultants' fax machine.

LanFax Features

Store and Forward
LanFax accepts a message when you're ready to send it, and takes care of forwarding the message when the communication resources are available. LanFax automatically handles retries when the receiving fax machine is busy, and returns a confirmation when the message is sent.

Deferred Transmissions
Messages to distant time zones can be deferred until transmission costs are minimal, and still arrive first thing in the morning.

Fax Board Variety
LanFax supports a variety of facsimile boards, including Intel's Connection CoProcessor, and GammaLink's CP.

Cost Consciousness
One phone line serves an entire local area network. There is no need to route outside phone lines to each desk around the PBX.

Control
Passwords are strictly respected. Access to services can be restricted on a user-by-user basis. Outgoing message logs tell exactly who spent what.

More Than A Fax Gateway
LanFax is also a communication gateway. LanFax servers communicate with each other to deliver messages from one system to another, and to route them directly to the recipient's mailbox. And it doesn't matter if the local area networks or electronic mail systems are similar. LanFax takes care of it. Messages and binary files are sent by synchronous transmission at 9600 baud with full error checking. No additional modem is needed.

ALCOM

S Y Z Y G Y

Tim's nerves have begun to settle down since the Mayor's message when the telephone rings. It's the consultant:

"Tim, we've looked over the study that your office faxed up here. The traffic patterns can be changed, but now the ramps will be routed through properties 58 and..."

Tim's department has a lot to do to redesign the ramps—and with the election getting closer every day, not much time to do it. To understand the impact on his department, Tim turns to SYZYGY.

SYZYGY is a workgroup software product designed to manage all of the work information for a company, department, or other group.

With a few keystrokes, SYZYGY reassigns projects among department members, and electronically parcels out the new tasks. Tim notes that the new assignments will slow work on other jobs. He taps a key, and reports detailing the impact and cost are on their way to his boss.

One thing the consultant said still bothers Tim. Using SYZYGY's electronic messaging features, he fires off a message to Don.

SYZYGY Features

Instant Project Reporting
SYZYGY includes over 50 report formats to help you keep up to date on task due dates, budgets and project status. Plus, SYZYGY includes a custom Report Writer so that you can create and use your own unique reports.

Intuitive Graphical Interface
SYZYGY features windows, dialog boxes, command buttons and context-sensitive hypertext help—all of which work with the IBM-compatible personal computer you already own.

Automate Repetitive Tasks
SYZYGY can automate repetitive tasks like writing a newsletter, planning a sales meeting, or designing a bridge ramp. By simply copying and pasting a TaskTemplate, work assignments, schedules and budgets are automatically created.

Integrate Information
SYZYGY integrates information stored in or created by other applications like personal information managers, spreadsheets, and databases through "smart" import and export functions.

Immediate, Effortless Communication
SYZYGY includes its own MHS-compatible electronic messaging system. With SYZYGY, you can communicate task assignments and other vital information electronically to all users, or send and receive messages with other workers who use MHS-compatible electronic mail systems. Plus, SYZYGY can create messages automatically when task information changes, and route these messages to the people affected.

INFORMATION
RESEARCH

V O X M A I L

Don's beeper interrupts. "Where's the phone in this joint?" he mumbles as he wipes the last dribbles of his fajita from the corner of his mouth. By the phone number on his beeper, Don knows a priority electronic mail message waits at the office.

When he's out of the office, VoxMail allows Don to get important electronic mail messages over the phone. It was VoxMail that beeped Don's beeper when Tim's message arrived. VoxMail's electronic voice greets Don and reads the message text to him:

"Don, Remember when we were looking over the maps. Is the owner of property 58 who I think he is?"

Don remembers property 58 very well. They all had noted its curious proximity to the bridge project. Since VoxMail has the ability to reply to a message as well as to read it, Don can use the telephone's TouchTone® pad to reply to Tim's question on the spot. By pressing the "R" key, Don fires off his response to Tim: "Yes."

VoxMail Features

Customized Responses and Messages
VoxMail lets you generate a reply such as, "No, that date is no good; meet on [date] at [time]." Or even generate a new message like, "Call me at [number] as soon as you get in."

Advanced Technology
VoxMail's advanced text-to-speech technology converts electronic messages into voice messages.

Flexibility
VoxMail interfaces to most of the popular electronic mail and groupware applications.

VoxMail Was Developed For:
* *Travelling executives.*

* *Receptionists and secretaries who spend lots of time reading electronic mail over the telephone.*

* *Rural area and foreign countries where telephone line quality can inhibit communication between computers.*

* *People who have a car phone.*

* *People who don't have a personal computer on their desk, or don't have their computer attached to a network.*
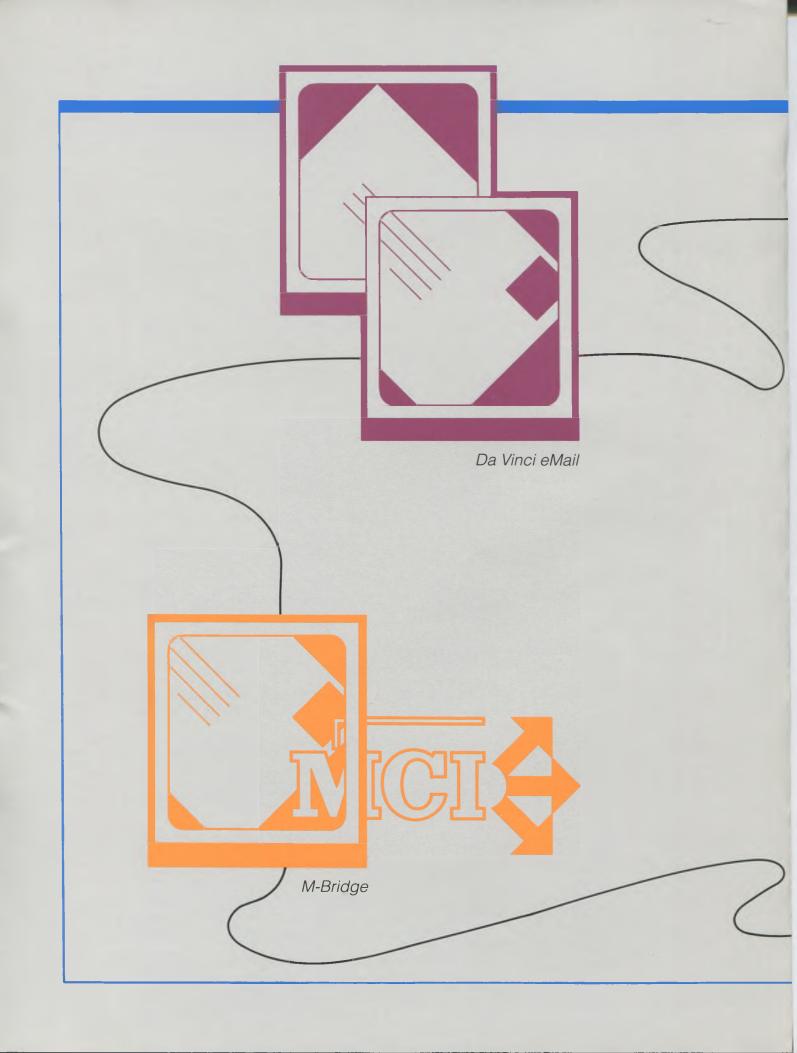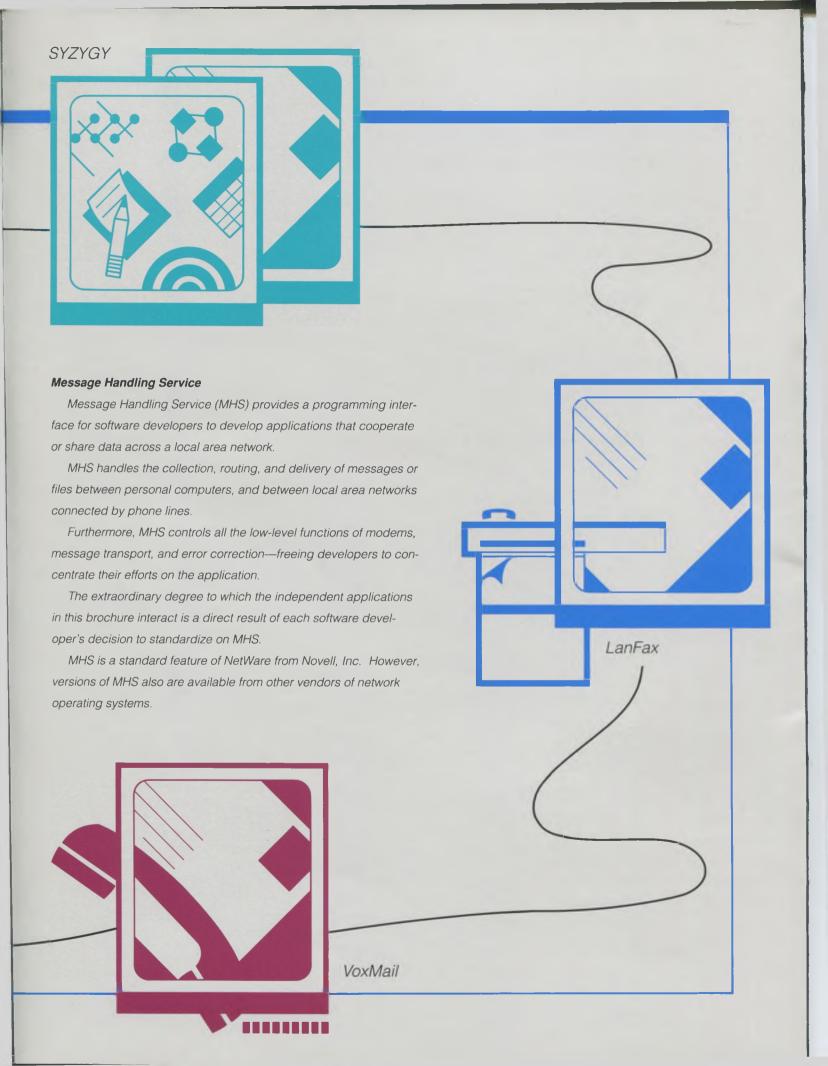
Cost Savings
VoxMail reduces the need to purchase portable computers for outside sales people or field technicians. VoxMail is more cost-effective than portable computers because one VoxMail system can service many people.

Intelligent Interface
VoxMail automatically tells you if any new mail has arrived since the last time you called. You can access new mail only, or go back and play old messages.

VoxLink Corporation

Da Vinci eMail

M-Bridge

Message Handling Service

Message Handling Service (MHS) provides a programming interface for software developers to develop applications that cooperate or share data across a local area network.

MHS handles the collection, routing, and delivery of messages or files between personal computers, and between local area networks connected by phone lines.

Furthermore, MHS controls all the low-level functions of modems, message transport, and error correction—freeing developers to concentrate their efforts on the application.

The extraordinary degree to which the independent applications in this brochure interact is a direct result of each software developer's decision to standardize on MHS.

MHS is a standard feature of NetWare from Novell, Inc. However, versions of MHS also are available from other vendors of network operating systems.

LanFax

VoxMail

M - B R I D G E

After Don's acknowledgement arrives, Tim spends a couple of hours thinking about how to respond to Mayor Turner.

The gravity of the situation calls for letterhead. But the secretaries are gone and the letter must go out immediately. Tim decides to send his message through M-Bridge. M-Bridge is the gateway between Tim's electronic mail system and the services of MCI Mail, from MCI Communications Corporation.

Tim chooses to have the letter delivered immediately by MCI Mail via courier. That will make an impression. He also picks the letterhead and signature that MCI Mail will laser-print on the letter along with his message.

Satisfied that his letter will be received with the appropriate impact, Don composes the message for Mayor Turner:

Dear Mayor: I hope you are sitting down when you read this. We have made much progress toward fixing the traffic problem. We understand the importance of the situation, and that nothing can stand in the way of a resolution. In fact, there is one solution that can be implemented in time for the election. Therefore, I must inform you that the new ramps to the bridge will run through your living room...

Leaning back in his chair, Tim mused, "Yes, it was definitely one of those days."

M-Bridge and MCI Mail Features

Links with Major Electronic Mail Systems
Through MCI Mail, M-Bridge links from MHS on Novell, Banyan, MS Net, or 3Com to IBM PROFS and DISOSS, Wang Office, DEC ALL-IN-ONE, VAXmail, HP Desk—and even X.400 systems.

Telex Dispatch
MCI Mail lets you send and receive telexes from your computer to over 1.7 million telex users world wide.

Courier and Paper Delivery
From an electronic mail message, MCI Mail generates a laser-printed letter with your letterhead and signature that can be delivered via courier or first-class mail anywhere in the world.

Controlled Access
M-Bridge can restrict MCI Mail access to certain users, and can limit what types of data users can send. Also, MCI Mail produces detailed usage and billing information.

Security
Individuals outside the company can exchange messages with company employees without having direct access to internal systems. M-Bridge and MCI Mail act as a buffer.

Send Any Computer Data Worldwide
M-Bridge lets you send any type of computer data that has been attached to a message through MCI Mail to any destination.